

HUMAN RESOURCE BENEFITS TECHNICIAN

PURPOSE: Perform specialized paraprofessional duties related to employee benefits programs and human resource classification and selection processes.

FUNCTIONAL AREAS: Under general supervision:

1. Participate in the administration of employee benefits programs including hospital-medical, dental and life insurance programs; Section 125 Flexible Spending Accounts; and related programs.
 - A. Monitor and report on the performance of benefit providers and ensure that vendors adhere to contractual obligations.
 - * B. Assist with the administration of all hospital-medical insurance related programs, including low cost drug purchase programs.
 - * C. Assist with the coordination and administration of the leave of absence, FMLA, sick leave and return-to-work, and long term disability programs.
 - * D. Resolve benefit plan misunderstandings or problems by serving as liaison between employees and benefit providers and advocating for the employee when necessary.
 - * E. Participate in the development of benefit enrollment materials at appropriate times, and coordinate all open enrollments.
 - * F. Prepare and submit Retiree Drug Subsidy (RDS) program application materials.
 - * G. Process death claims.
2. Perform other duties related to benefit programs and participant education.
 - * A. Maintain awareness of benefit plan trends to participate in assessing the City's benefit needs and proposing changes in benefit plans.
 - * B. Research and prepare educational materials and/or presentations to inform employees and retirees about their benefit plans, and to assist them with the most effective use of their benefits.
 - * C. Recommend revisions to the Employee Benefits Handbook as necessary.
 - * D. Provide information to employees regarding benefit plans during orientation, open enrollment, pre-retirement, and as otherwise needed.
 - * E. Conduct meetings with terminating, retiring, or benefit-ineligible employees and/or their dependents to inform them of their right to continue insurance coverage under COBRA; and supervise the maintenance of COBRA accounts.
 - * F. Audit various billings for accuracy, research and reconcile errors, and process bills for payment.
3. Perform field and office work to collect on delinquent employee/retiree insurance accounts.
 - * A. Review and evaluate delinquent account files.
 - * B. Develop collection letters, notices and forms.
 - * C. Contact customers by letter or telephone to collect or to negotiate and arrange payment plans.

- * D. Maintain records of correspondence and document collection efforts.
 - * E. Issue receipts for payments.
 - * F. Monitor payment plans to ensure obligations are met.
 - * G. Provide recommendations that account balances be written off to bad debt.
 - * H. Refer accounts to attorney's office when legal action may be required.
4. Collect and analyze information required for contract negotiations.
- * A. Compile and maintain statistical data on current or proposed benefit plans to assist with management decisions and the development of management positions for contract negotiations.
 - * B. Assist with the revision of benefit-related policies and procedures, including revision of benefit-related contract language in the City's collective bargaining agreements.
 - * C. Assist with researching information for contract proposals, analyzing the effects of recommended proposals, and drafting proposed language.
5. Assist with other human resource work as assigned.
- * A. Supervise clerical functions related to all areas of human resources.
 - * B. Assist with recruitment and selection activities.
 - * C. Respond to and/or conduct compensation and benefits surveys.
 - * D. Participate in job analysis, job classification, and job evaluation work as assigned.
 - * E. Prioritize, assign, and monitor the quality of work of assigned clerical staff.
 - * F. Develop methods, procedures, work plans, timetables and staffing plans for assigned projects.
 - * G. Attend monthly insurance meetings and other meetings as assigned.
 - * H. Perform related tasks as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

- † A. Two (2) years of verifiable experience in employee benefits administration involving coordination and explanation of benefits programs, procedures, and eligibility criteria; or
- † B. A combination of education and experience determined by management to be equivalent.

Knowledge Requirements

- † A. Knowledge of employee benefits principles, concepts and practices.
- † B. Knowledge of research and data analysis methods and techniques.
- † C. Knowledge of governmental regulations and laws related to benefit plans.
- D. Knowledge of federal, state and local laws related to human resource

- management.
† E. Knowledge of Social Security and Medicare benefits.

Skill Requirements

- † A. Skill in communicating logically, persuasively and accurately in oral and written forms.
† B. Skill in microcomputer operations and associated software applications including word processing, database and spreadsheet.
† C. Skill in applying sound business judgment in decision-making.
† D. Skill in providing customer service and satisfaction with focus on compliance.

Ability Requirements

- † A. Ability to communicate both one-on-one and before groups for the purpose of obtaining or providing information.
† B. Ability to work independently and to complete assignments from minimal information or instruction.
† C. Ability to work under pressures of time constraints and conflicting demands.
† D. Ability to develop and maintain effective working relationships with co-workers, supervisors, other employees, and citizens.
† E. Ability to read and comprehend complex materials, often involving legal and technical matters in which the individual has little background or knowledge.
† F. Ability to interpret and administer benefit contracts and documents.
† G. Ability to perform research, prepare reports, and maintain records.
† H. Ability to review processes and to compare information in order to identify discrepancies and deviating circumstances.
† I. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
† J. Ability to transport, usually by lifting and carrying, materials weighing up to 25 pounds per load for presentations.
† K. Ability to attend work on a regular basis.

*Essential functions of the position

†Job requirements necessary on the first day of employment

Analyst: JA	Class #: 1821	Union: Confidential	Pay: 9
CSB: 20070306	CC: 20070312	Res #: 07-0208R	WC Code: 8810
EEO Funct: Admin/Finance		EEO Cat: Paraprofessional	